

CC4Teams Extended



CONTACTCENTER4ALL

CC4Teams

Release notes 2025.1.0

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Introduction

This document lists the contents of CC4Teams release version 2025.1.0, as well as some more details on the added features and improvements which are all for the Omni-channel client.

Release 2025.1.0

New features and improvements

ID	Description
#5784	Admin user sync enhanced to always mark users from the admin group as admin
#6820	Added x close button on several in client pop ups
#6829	Ignore workload limit option for voice queues
#6835	WhatsApp channel integration
#6940	Application presence syncing for contact presence
#6941	Improved application presence sync frequency
#6971	Updated webhook variables for call disconnect initiator and transfer destination type
#7056	Visibility of subscription details on the Admin Center
#7057	Possibility to limit numbers and type of subscriptions
#7110	Sanitize phone numbers in call destination fields
#7114	Email templates for Operators
#7227	Supervisor and Operator roles automatically attach to Pro Omni subscription

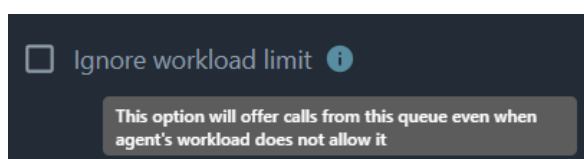
Bug fixes

ID	Description
#7029	Warm transfer to closed queue not rejected by system
#7060	Removed # as callback register key as it interferes with the voicemail finished key with #
#7081	Unavailable email interaction after being cold transferred by supervisor and ignored
#7090	Negative ringing time in Power BI reports after call with offered event after answered event
#7123	Handled call marked as missed in CC4Teams client
#7149	Closed queue not marked as closed on Power BI reports
#7163	Available agent not receiving waiting calls
#7178	Transfer notification blocking transfer button on manual transfer actions
#7197	Warm transfer button disappearing after supervisor stops call monitoring during warm transfer

Highlights

Ignore workload limit option for voice queues

The queue settings have been enhanced with an option to ignore an agent's workload limit when a call is offered to the queue. This allows for prioritizing specific queues, such as those handling emergency calls, ensuring they are addressed with the highest priority. The option can be found under the "Queue options":



WhatsApp channel integration

We're excited to introduce WhatsApp as a native communication channel in CC4Teams! Configuration in CC4Teams and interactions through the WhatsApp channel follow the same rules and mechanisms as our existing text channels, such as email. Additional features for the WhatsApp channel will be added in future releases. For more information on how to use the WhatsApp channel, please refer to our updated user guide documentation after the release.

Text queues

Search queue

<div><div></div></div> Name	Type
<div><div></div></div> CC4Teams WhatsApp	WhatsApp


Application presence syncing enhancements

The application presence syncing has been improved to increase the syncing frequency from 5 seconds to 2 seconds and now includes presence syncing for the contacts list. As a result, tenants using application presence watching no longer require the use of a delegated account.

Subscription usage and details enhancements

The details of purchased and used subscriptions for a tenant are now visible on the tenant's user list page. This enhancement provides direct insights into the subscriptions currently active, enabling better planning for increased subscription usage. Additionally, the number of assignable subscriptions will be limited to the number of subscriptions in the baseline.

Contract Number: 999
Contract Renewal Date: 1/1/2030

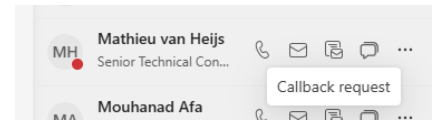
0/100 Agents Pro Voice	2/100 Agents Pro Omni	4/100 Agents Pro Omni Premium	0/100 Supervisors	11/100 Supervisors Premium	0/100 Operators	0/100 Operators Premium	14 Admins	18 Total AAD users	 Insights
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Sanitize phone numbers in call destination fields

Phone numbers entered into the various number fields in the CC4Teams client are now automatically "sanitized" to remove any special characters and spaces that are not allowed. This improvement makes it easier for agents to copy and paste phone numbers from other sources directly into the CC4Teams client.

Email templates for Operators

Email templates have been enhanced to include the ability to create Operator templates. These templates enable operators to quickly send predefined messages to contacts directly from the contact list during an interaction.



Edit template

Name

Callback request

Type

Operator

Content

Dear colleague,

A call back request has been received from {customer_name}, {customer_contactinfo}.

Please call the customer back at your earliest convenience.

Kind regards,

{agent_name}

Predefined variables

- {interaction_sessionid}
- {customer_name}
- {customer_contactinfo}
- {queue_name}
- {agent_name}
- {agent_email}
- {agent_business_phone_number}
- {agent_mobile_phone_number}
- {agent_sip_address}
- {agent_job_title}
- {agent_department}
- {agent_office}
- {agent_city}

Normal

Arial

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Insert

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